



For Immediate Release

Telrex Announces Enhanced Call Recording Capabilities for Mitel

CallRex Call Recording™ Software Now Supports Recording with Mitel Secure Recording Connector Version 2.0

Kirkland, WA – December 7, 2009 - Telrex, provider of the award-winning CallRex™ suite of IP call recording and contact center optimization solutions, today announced enhancements to CallRex Call Recording™ software including support for recording using DHCP, encryption, Teleworker, or hot desking with Mitel Secure Recording Connector (SRC) version 2.0.

The Mitel Secure Recording Connector is a call recording solution from Mitel that allows third-party recording packages, like CallRex Call Recording software, to record Mitel encrypted voice streams. SRC is placed on the local area network and accepts requests from CallRex Call Recording to establish taps in the voice stream, sending a duplicate audio stream directly to the CallRex Call Recording server. A flexible solution, CallRex software also supports recording unencrypted voice traffic through a MiTAI-based integration with Mitel's 3300 ICP and the SX-200 ICP as well as an OAI-based integration with the Mitel 5000 system. CallRex Call Recording software is customizable, allowing companies to tailor their call recording installation to suit their business and networking needs.

"Telrex has a demonstrated track record of success within Mitel telephony environments, and we are pleased to continue to provide innovative software to meet our customers' needs," said Robert Kapela, president of Telrex. "We provide affordable and reliable call center optimization solutions that address the needs of companies of all sizes."

CallRex Call Recording software is an advanced, yet affordable, solution for small, medium, and enterprise-class companies that were previously unable to afford call recording technology. Offered through monthly subscription-based licenses, Telrex has lowered the barrier of entry to call recording and contact center optimization software solutions. The subscription-based licensing model includes access to technical support, maintenance, and upgrades throughout the life of the subscription contract.

In addition to call recording and monitoring software, Telrex offers contact center and workforce optimization solutions. To learn more about how your business can benefit from CallRex workforce optimization solutions, call 425.827.6156 x2 or visit http://www.telrex.com/mitel_call_recording.htm.

About Telrex

Telrex provides IP call recording and contact center optimization software. CallRex software offers affordable access to call recording technologies, supporting IP telephony systems, VoIP softswitches and unified communications solutions from Mitel, Cisco, ShoreTel, Microsoft OCS, Fonality, 3Com, BroadSoft, Avaya, Vertical, Asterisk, TalkSwitch, and more.

Telrex offers its award-winning CallRex suite of software through value added resellers worldwide. Learn more at www.telrex.com or call 425.827.6156 x2.

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